

November 16, 2017

The Honorable Representative Patricia A. Serpa
State of Rhode Island General Assembly
82 Smith Street, Providence, RI 02903

Dear Chairwoman Serpa:

Thank you for the ongoing opportunity to share information on the progress the State is making towards improving RI Bridges and the way in which we deliver health and human services to Rhode Islanders.

This submission shares data from **October 23, 2017 through November 5, 2017.**

Below, please find our monthly updates and attachments in addition to our standing bi-weekly submission points. The standard FNS data reports are not attached because, with FNS' permission, we have paused our submissions. When we resume submitting these reports we will include them in our bi-weekly submission.

Standing Bi-Weekly Updates and Attachments:

1. Correspondences with federal partners –

Please see the following attachments:

- DHS received letter on 10/24/17 from FNS re: SNAP Quality Control system
- DHS received letter on 10/25/17 from FNS requesting payment of the unspent \$67,500.50 from FFY2011 New Investment Plan.
- DHS received letter from FNS on 10/27/17 in response to DHS letter dated 7/24/17 (attached) pertaining to \$805,197 in disallowed costs associated with UHIP.
- DHS sent follow-up letter on 10/31/17 to FNS letter dated 9/26/17 (attached) to update the status of the state's implementation of the 2017 COLA.
- DHS sent letter to USDA-FNS SNAP Appeals Board on 11/1/17 to request a 60-day good cause extension for Federal Financial Participation of Design, Development, and Implementation costs and Motion (attached)
- USDA-FNS SNAP Appeals Board sent letter on 11/2/17 to DHS granting a 60-day good cause extension for Federal Financial Participation of Design, Development, and Implementation costs.

2. Number of off-cycle payments for the Child Care Assistance Program –

84 off-cycle payments were made during this period.

3. Interim payments for Long Term Services and Supports –

52 off-cycle payments were made during this period.

Monthly Updates and Attachments:

1. Update on staffing and training plans at the Department of Human Services

Hiring –

The Department has completed its hiring plan and has hired 143 of our 143 individual staff member goal.

Training –

These past two weeks Staff Development Unit has conducted several trainings for staff members. We completed the last of the Employment and Career Specialist policy training. We continue to run weekly sessions of MAGI training in the Learning Lab which is in its third cycle. In addition, Customer Service Aids received a shoulder-to-shoulder training on application registration.

2. Changes in State personnel involved with the project

No changes were made during this period.

3. Overall system improvements and focus areas

As we've indicated, our aim is to get the system to a place where it is correctly determining eligibility and making payments in a timely manner, accurately dispersing benefits, meeting federal requirements, providing workers with the tools necessary to be productive and customers with a user-friendly experience. In addition to these goals, we have prioritized the smooth launch of HealthSource RI's Open Enrollment Period which began on November 1. The October 21 release was the last before Open Enrollment and was primarily focused on functionality specific to supporting customers renewing and shopping for commercial health insurance coverage beginning on January 1, 2018. Examples of system improvements in the October 21 release include:

- System changes to better support change reporting across policy years;
- General usability fixes/enhancements to support open enrollment functionality; and
- Enhancements to technical batches required to support year-end processing as we move into Policy Year 2018.

In addition, HealthSource RI (HSRI) and Deloitte recently operationalized a plan to re-run the Open Enrollment auto-renewal batch. This was necessary due to the Trump Administration's recent decision to end Cost Sharing Reductions (CSR) payments to health insurers. HSRI and the Office of the Health Insurance Commissioner worked with the insurers to approve, certify and upload a new set of 2018 plans into the system which accommodated the change in funding. HSRI originally ran its original auto-renewal batch, which enrolls customers into a 2018 plan that most closely matches their 2017 plan, prior to these federal changes. As a result, HSRI needed to re-execute the auto-renewal plans to calculate updated premium prices and financial assistance values. Over 80 percent of HSRI's 2017 enrollees were successfully auto-renewed and with minimal exceptions, the remainder were not auto-renewed for valid business reasons.

Attached Reports:

- Daily Health Report

Thank you for allowing us to provide details related to the State's RI Bridges improvement efforts. If you, or the Committee, have any further questions regarding the project, or any other matter, please do not hesitate to reach out to me directly.

Sincerely,



Zachary W. Sherman
Director
HealthSource RI

CC: Honorable Members of House Committee on Oversight